

Federal Communications Commission

# Network Outage Reporting System User Manual

Version 2

April 21, 2017

## Version History

Version No.	Author	Revision Date	Reason
1.0	Calvin Gerard	3/6/17	Initial Issue
2.0	Tom Kelley	4/21/17	Updated content and figures

## Contents

1. Introduction .....	1
1.1 Overview of the NORS Application .....	1
1.2 Document Organization .....	2
2. User Roles and Privileges .....	3
3. Accessing NORS .....	4
3.1 Locating NORS .....	4
3.2 Logging In .....	4
3.2.1 Reset Password .....	5
3.2.2 New Users .....	6
3.2.3 Assign Yourself to a Company .....	7
3.3 Logging Out .....	9
4. Reporting an Outage .....	10
4.1 Report Notification .....	10
4.2 Submit Initial Report .....	12
4.3 Update Report (Initial, Final, Draft) .....	13
4.4 Reopen an Outage Report .....	15
4.5 Withdraw an Outage Report .....	16
5. NORS Reports .....	18
5.1 Create a File of NORS Reports .....	18
5.2 Obtain List of Overdue Outage Reports .....	19

## List of Figures

Figure 1, NORS Records/Actions Options .....	1
Figure 2, NORS API/XML Options .....	1
Figure 3, NORS Reports Module .....	2
Figure 4, FCC Homepage .....	4
Figure 5, FCC Homepage > Licensing & Database Menu > NORS .....	4
Figure 6, FCC Log-in Screen .....	5
Figure 7, Change Password Link .....	5
Figure 8, Reset Password .....	6
Figure 9, Request New User Account .....	6
Figure 10, Assign Yourself to a Company .....	7
Figure 11, Register with an Existing Company, "Yes" .....	7
Figure 12, Confirm Company Details, Existing Company .....	8
Figure 13, Alert Message: Added as Inputter to an Existing Company .....	8
Figure 14, Register with an Existing Company, "No" .....	8
Figure 15, Confirm Company Details, New Company .....	8

Figure 16, Alert Message: Added as Inputter to a New Company.....	9
Figure 17, Logging Out .....	9
Figure 18, Report Notification .....	10
Figure 19, NORS Outage Report Page Tabs .....	10
Figure 20, NORS Outage Report Mandatory Fields .....	11
Figure 21, Submit Notification .....	11
Figure 22, Submission of Notification Report Confirmation.....	12
Figure 23, NORS Outage Report Number .....	12
Figure 24, Update NORS Outages .....	12
Figure 25, Notification List View .....	13
Figure 26, Submit Initial Report .....	13
Figure 27, Save Draft.....	13
Figure 28, Saved as Draft Confirmation .....	13
Figure 29, Active Draft Version Alert .....	14
Figure 30, Submit Initial Report/Submit Final Report.....	14
Figure 31, Submission of Initial Report Confirmation.....	14
Figure 32, Submission of Final Report Confirmation .....	14
Figure 33, NORS Outage History .....	15
Figure 34, Outage History List.....	15
Figure 35, Reopen Report .....	15
Figure 36, Request to Reopen Report.....	16
Figure 37, Request to Reopen Notification.....	16
Figure 38, Withdraw Report .....	16
Figure 39, Withdraw Report Screen.....	17
Figure 40, NORS Outage Reports .....	18
Figure 41, NORS Outage Report Criteria.....	18
Figure 42, NORS Outage Report Formats .....	19
Figure 43, NORS Reports.....	19

## List of Tables

Table 1, Inputter Administrative Privileges.....	3
Table 2, Coordinator Administrative Privileges .....	3
Table 3, DHS User Administrative Privileges.....	3

## 1. Introduction

### 1.1 Overview of the NORS Application

The FCC Network Outage Reporting System (NORS), designed in the ServiceNow platform – a cloud, workflow-based application, gives users the capability to report telecommunications outages directly to the Federal Communication Commission (FCC).

Through NORS, users can submit notifications and reports, update reports, and complete administrative actions. Users perform these core activities through the “NORS Records/Actions” and associated modules in the navigator on the left side of the ServiceNow content pane (Figure 1).

- Assign Yourself to a Company (1)
- Report Notification (2)
- Update NORS Outages (3)

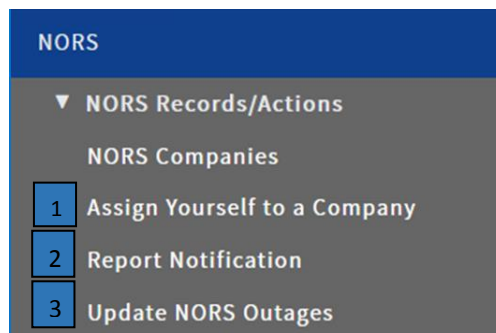


Figure 1, NORS Records/Actions Options

NORS has features to facilitate the exchange of outage data through Application Program Interfaces (API) and Extensible Markup Language (XML), accessible in the NORS navigator (Figure 2).

- Simple Object Access Protocol - SOAP API (1)
- Representational State Transfer - REST API (2)
- XML Upload (3)

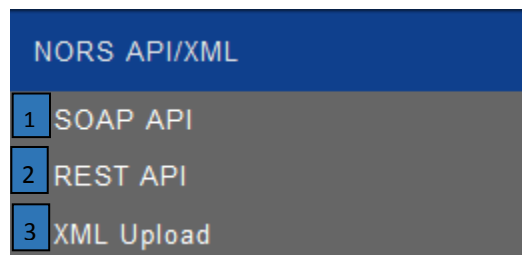


Figure 2, NORS API/XML Options

A feature to simply generating reports using NORS data is also available in the NORS navigator. The NORS Reports module is listed after NORS API/XML (Figure 3).

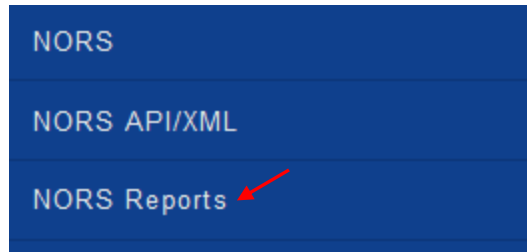


Figure 3, NORS Reports Module

## 1.2 Document Organization

The User Manual is a step-by-step document to help users easily use NORS. The document organization is:

Section 1.0: Contains general description of the NORS application

Section 2.0: Describes user roles and privileges

Section 3.0: Describes how users can access the NORS

Section 4.0: Describes how users can report an outage using the NORS

Section 5.0: Describes the NORS Reports

## 2. User Roles and Privileges

NORS user roles are defined as inputters, coordinators, or Department of Homeland Security (DHS) users. Privileges are applied to each role (see Table 1, Table 2, and Table 3).

Table 1, Inputter Administrative Privileges

Inputter	
Records	<ul style="list-style-type: none"><li>• View and update outage reports user submitted.</li><li>• View and update user profile.</li></ul>
Reports	<ul style="list-style-type: none"><li>• Search and view a collection of outage reports user submitted.</li><li>• View a collection of outage reports user submitted that are overdue or close to deadline.</li></ul>
Actions	<ul style="list-style-type: none"><li>• Assign user to a company.</li><li>• Report notifications.</li></ul>

Table 2, Coordinator Administrative Privileges

Coordinator	
Records	<ul style="list-style-type: none"><li>• View and update outage reports submitted by any member of user's company.</li><li>• View and update user profiles of coordinator's assigned company.</li><li>• View and edit details of any company user is assigned.</li></ul>
Reports	<ul style="list-style-type: none"><li>• Search and view outage reports submitted by any member of the user's company.</li><li>• View overdue outage reports submitted by any member of the user's company which are overdue or due within five days for updating.</li></ul>
Actions	<ul style="list-style-type: none"><li>• Assign new users to company.</li><li>• Report notifications.</li></ul>

Table 3, DHS User Administrative Privileges

DHS User	
Records	<ul style="list-style-type: none"><li>• View all outage reports.</li><li>• View and update user profile.</li></ul>
Reports	<ul style="list-style-type: none"><li>• Search for and view any collection of outage reports.</li></ul>

### 3. Accessing NORS

#### 3.1 Locating NORS

To locate the NORS application:

1. Go to the FCC homepage (<https://www.fcc.gov/>).
2. Click on the **Browse by Category** menu located at the top of the page (Figure 4).  
Note: This menu allows users to view six separate drop down menus.
3. Click on **Licensing & Database** (Figure 4, red arrow).
4. Click on **NORS** link (Figure 5).

Note: As an alternate to steps 1-4, one can also access NORS by inserting the following URL into a browser: <https://www.fcc.gov/network-outage-reporting-system-nors>.

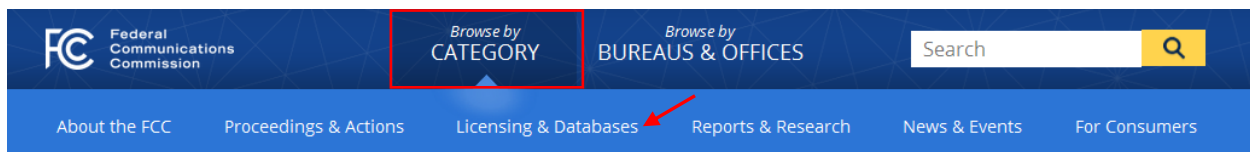


Figure 4, FCC Homepage

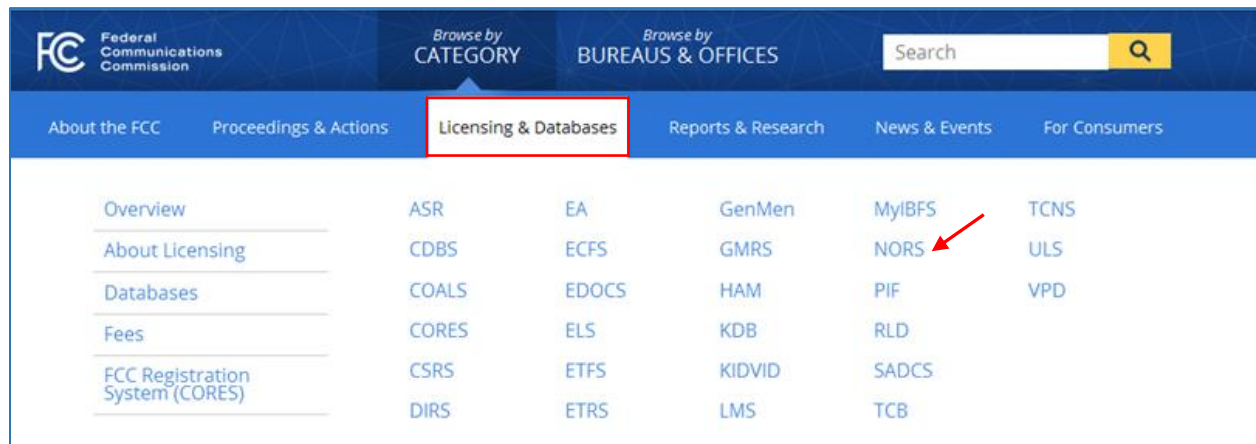
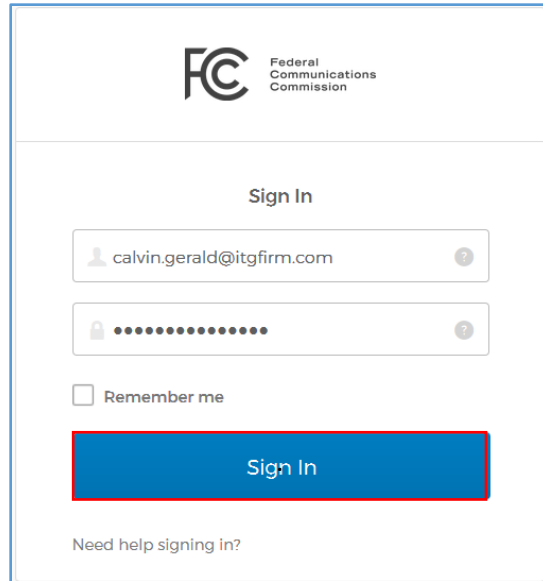


Figure 5, FCC Homepage > Licensing & Database Menu > NORS

#### 3.2 Logging In

After selecting the FCC NORS link, the FCC Log-in Screen is available (Figure 6). Enter user name (email address) and password and click on **Sign In**.



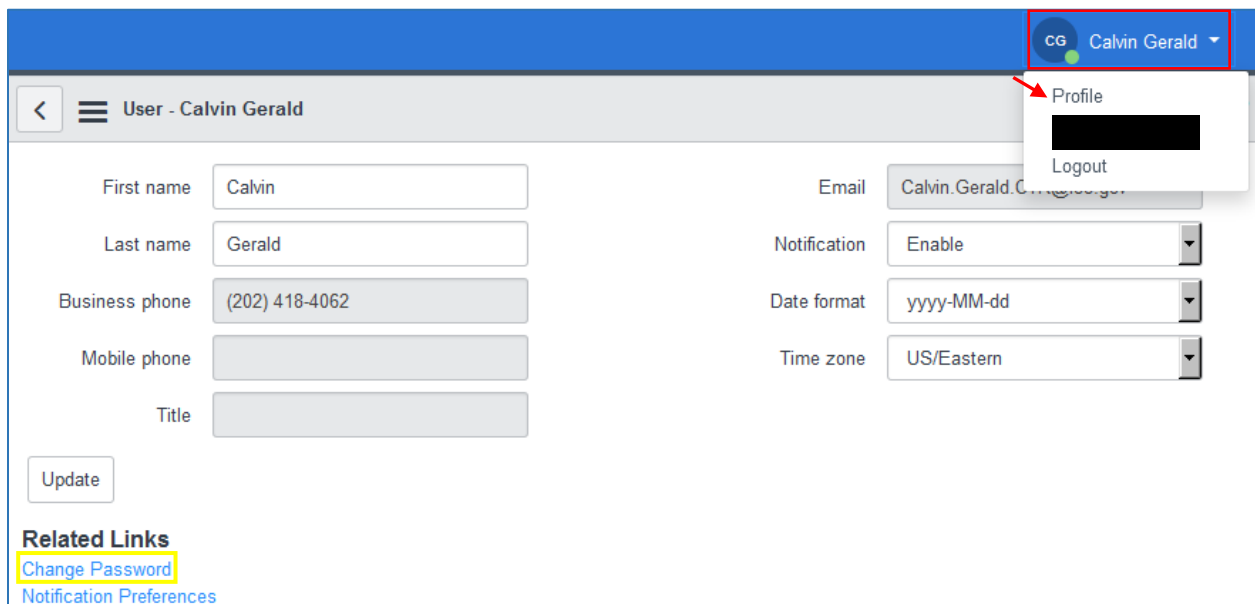
The image shows the FCC Log-in Screen. At the top is the FCC logo and the text "Federal Communications Commission". Below this is a "Sign In" heading. There are two input fields: the first contains the email "calvin.gerald@itgfirm.com" and the second contains a masked password ".....". Below the password field is a checkbox labeled "Remember me". A large blue "Sign In" button is highlighted with a red border. At the bottom, there is a link that says "Need help signing in?".

Figure 6, FCC Log-in Screen

### 3.2.1 Reset Password

To change passwords in ServiceNow, access the user profile.

1. At the top right of the screen in the header, select your name and then select **Profile** under the down arrow (▾) (Figure 7, red arrow).
2. Once your profile record launches, select **Change Password** under the Related Links (Figure 7, yellow box).
3. Note: As an alternate to steps 1 and 2, one can insert the following URL into a browser: <https://apps2.fcc.gov/fccUserReg/pages/reset-passwd-identify.htm>. This will take you to the FCC User Registration System. Log-in and reset your password (Figure 8).



The image shows a user profile page for Calvin Gerald. At the top right, a blue header bar contains a user profile icon with the initials "CG" and the name "Calvin Gerald". A red box highlights this area, and a red arrow points to a dropdown menu that is open, showing options: "Profile", a redacted option, and "Logout". Below the header, the page title is "User - Calvin Gerald". The main content area contains a form with fields for "First name" (Calvin), "Last name" (Gerald), "Business phone" ((202) 418-4062), "Mobile phone", "Title", "Email" (Calvin.Gerald.C...@itgfirm.com), "Notification" (Enable), "Date format" (yyyy-MM-dd), and "Time zone" (US/Eastern). There is an "Update" button at the bottom left. Below the form, there is a section titled "Related Links" with a yellow box highlighting the "Change Password" link, and a blue link for "Notification Preferences".

Figure 7, Change Password Link

**FCC User Registration System**

**Register with the FCC**  
If you wish to conduct business with the FCC, you must first **create an account** with a unique username and password. Your FCC username will be used to identify you in all transactions with the FCC.

**Existing FRN's**  
In order to use the Commission Registration System (CORES), you must create a username and password. This username will allow you to access CORES to update your FRN information and reset/update your FRN Password. CORES will now also require FRNs to have Administrator(s). These user(s) will manage which users have access to the FRN and what permissions they will have.

**Log In**  
The Username is the email address associated with your FCC Username Account.

Username:  
calvin.gerald@itgfirm.cc

Password:  
.....

**Log In**

**Forgot/Reset your Password?**

Create New [Account?](#)

Request another verification [email?](#)

Figure 8, Reset Password

### 3.2.2 New Users

An inputter account must be created prior to logging into NORS.

1. Go to the FCC User Registration System link (Figure 9).  
<https://apps2.fcc.gov/fccUserReg/pages/createAccount.htm>.
2. Enter all required information and select **Create Account** (Figure 9, red box).  
Note: If coordinator privileges are required, send a request to the NORS administrators:  
[FCCOutage@fcc.gov](mailto:FCCOutage@fcc.gov).

**FCC User Registration System**

**Create New Account**

\* indicates required field

**Create Account**

**Enter Username and Password**  
Please enter a valid email address. This email address will be used as your username when logging in to the FCC User Registration System and other systems using an FCC Username Account. Any notifications relating to your Username Account will be sent to the email address provided.

\* Username: calvingeraldokommann Check Availability

\* Confirm Username: calvin.gerald@itgfirm.com

Password must be 12 to 15 characters long, cannot include any part of your Username, and must meet all of the following criteria: 1 lower case letter, 1 upper case letter, 1 number, and 1 punctuation mark/special character.

To see a full list of allowable special characters, please [click here](#).

\* Password: .....

\* Confirm Password: .....

Figure 9, Request New User Account

### 3.2.3 Assign Yourself to a Company

A person must have an association with a company to access the **NORS Records/Actions**, most importantly to file an outage. Employees can gain access to their company's database through the following steps.

1. Click the **NORS Records/Actions** tab in the NORS navigator (Figure 10).
2. Click on **Assign Yourself to a Company** link (Figure 10, red arrow).

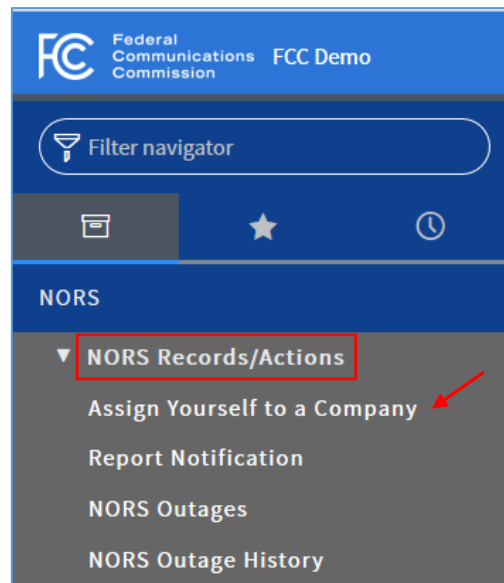


Figure 10, Assign Yourself to a Company

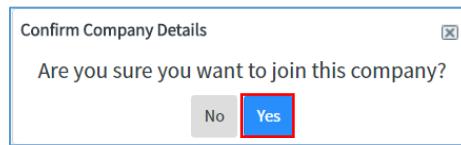
3. If the company is registered with the NORS, click on **Yes, choose from a list** (Figure 11, red arrow) under the **Register with an Existing Company**.
4. Enter the Company and the Company Security Code (Figure 11, starred, mandatory fields) and click on **Submit**. If this information is unknown, contact the company NORS coordinator.

A screenshot of the 'Assign Yourself to a Company' form. The title bar shows a back arrow and the text 'Assign Yourself to a Company'. The main content area starts with the instruction: 'Select a company to assign yourself as a NORS Inputter or select 'Add New Company' to create a new company.' Below this is a section titled '\* Register with an Existing Company?' (highlighted with a red box). It contains two radio buttons: 'Yes, choose from a list' (selected, indicated by a red arrow) and 'No, create a new company'. Below the radio buttons are two mandatory fields, each preceded by a red asterisk: '\* Company' and '\* Company Security Code'. Each field has a search icon on the right. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Submit' button (highlighted with a red box).

Figure 11, Register with an Existing Company, "Yes"

5. After the company and security code information is submitted, a dialogue box, "Confirm Company Details" with the question, "Are you sure you want to join this company?" will appear. If the company details are correct and you want to proceed with the association select **Yes**.

Figure 12).



A dialog box titled "Confirm Company Details" with a close button (X) in the top right corner. The text inside asks, "Are you sure you want to join this company?". At the bottom, there are two buttons: "No" and "Yes". The "Yes" button is highlighted with a red border.

Figure 12, Confirm Company Details, Existing Company

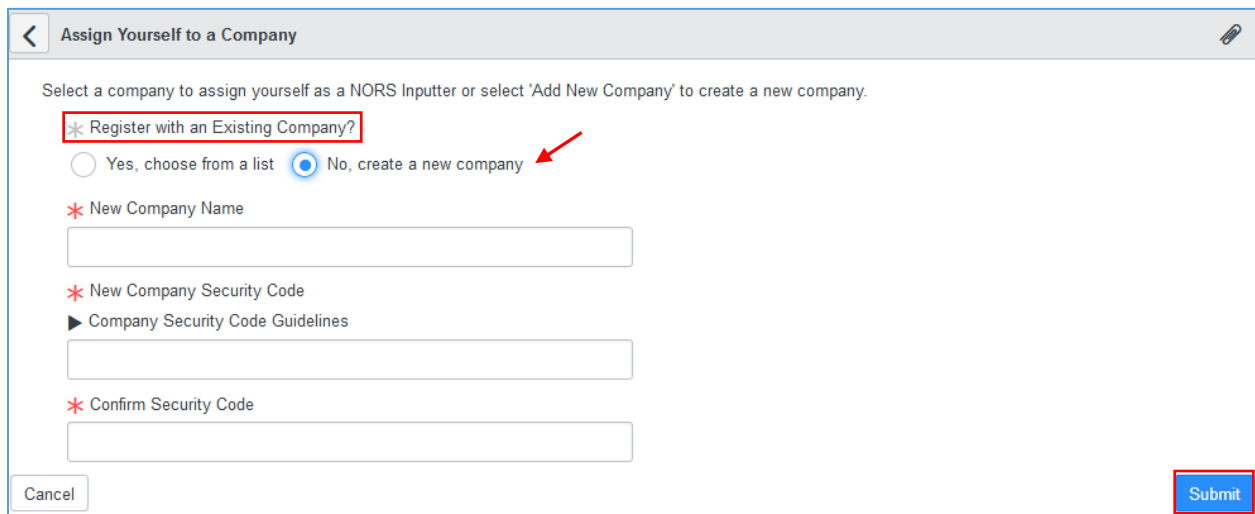
6. After selecting **Yes**, the following screen alert is displayed (Figure 13).



Two stacked light blue alert boxes. The top box contains the text: "You have been added as an inputter to the company Edgewood Wireless, and can now file outages." The bottom box contains the text: "To access the NORS menu options associated with this company please log out and log back in."

Figure 13, Alert Message: Added as Inputter to an Existing Company

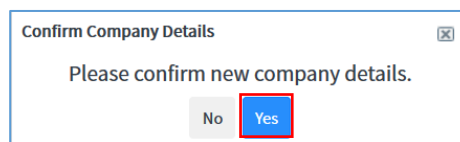
7. If there is not an existing company, click on **No, create a new company** (Figure 14, red arrow) under the **Register with an Existing Company**.
8. Enter the New Company Name and the New Company Security Code (Figure 14, starred, mandatory fields) per Company Security Code Guidelines and click on **Submit**.



A screenshot of the "Assign Yourself to a Company" screen. At the top, there is a header bar with a back arrow and the title "Assign Yourself to a Company". Below the header, a instruction reads: "Select a company to assign yourself as a NORS Inputter or select 'Add New Company' to create a new company." There are two radio button options: "Register with an Existing Company?" (which is selected and has a red box around it) and "No, create a new company" (which has a red arrow pointing to it). Below these are three input fields, each preceded by a red asterisk indicating they are mandatory: "New Company Name", "New Company Security Code", and "Confirm Security Code". The "New Company Security Code" field has a link to "Company Security Code Guidelines". At the bottom left is a "Cancel" button, and at the bottom right is a "Submit" button with a red border.

Figure 14, Register with an Existing Company, "No"

9. After the company and security code information is submitted, a dialogue box, "Confirm Company Details" with the question, "Please confirm new company details". If the company details are correct select **Yes** (Figure 15).



A dialog box titled "Confirm Company Details" with a close button (X) in the top right corner. The text inside asks, "Please confirm new company details.". At the bottom, there are two buttons: "No" and "Yes". The "Yes" button is highlighted with a red border.

Figure 15, Confirm Company Details, New Company

10. After selecting **Yes**, the following screen alert is displayed (Figure 16).

The Company, Tom LLC has been created and you can now file outages under this company.

To access the NORS menu options associated with this company please log out and log back in.

Figure 16, Alert Message: Added as Inputter to a New Company

### 3.3 Logging Out

To log out of the ServiceNow system (i.e., end the session and log out), click the username located in the top right-hand corner of the screen, and select the **Log Out** link (Figure 17).

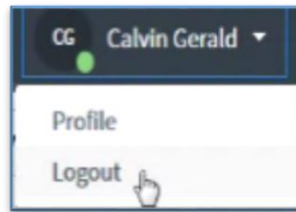


Figure 17, Logging Out

## 4. Reporting an Outage

Once the user has registered as an Inputter (existing or new company), the user will have the ability to file an outage, update their outages that were filed, and review or withdraw the report.

### 4.1 Report Notification

To submit a notification report:

1. Click on **NORS Records/Actions** (Figure 18).
2. Click on **Report Notification** (Figure 18, red arrow). The NORS Outage Report form is available to record outage information.

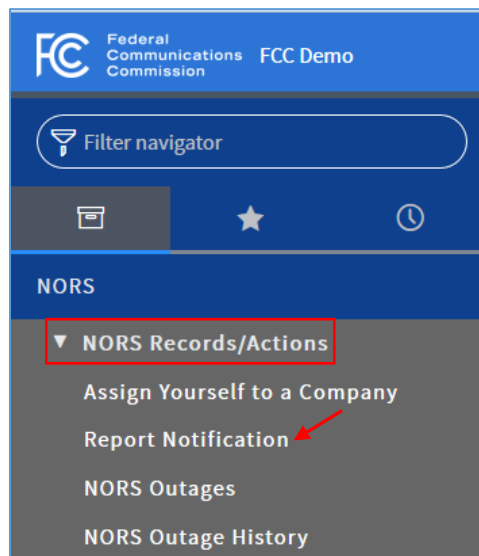


Figure 18, Report Notification

3. The NORS Outage Report contains three tabs (Figure 19, red arrows). If you are a member of only one company, the "Company" field will default to that company's name.

A screenshot of the 'NORS Outage Report' form. The title bar shows a back arrow, a hamburger menu icon, and the text 'NORS Outage Report'. The form has two main sections: 'Notification' and 'Initial'. The 'Notification' section contains fields for 'Company' (with a red asterisk), 'Type of Reporting Entity' (with a red asterisk), and a dropdown menu currently set to '-- None --'. Below this is a tabbed interface with three tabs: 'Incident Information \*', 'Number of Potentially Affected \*', and 'Primary Contact Information \*'. The 'Incident Information \*' tab is active and contains fields for 'Incident Date and Time' (with a red asterisk), 'Date and Time Determined Reportable', and 'E911 Outage' (with a dropdown menu set to '-- None --'). Red arrows point to the 'Company' field, the 'Type of Reporting Entity' dropdown, and the 'Incident Information \*' tab.

Figure 19, NORS Outage Report Page Tabs

4. Populate the fields in each tab (Figure 20, starred, mandatory fields). Note: This is an example for the first tab, Incident Information.

The screenshot shows the 'NORS Outage Report' interface. At the top, there's a navigation bar with a back arrow, a menu icon, and the title 'NORS Outage Report'. On the right of the navigation bar are a search icon, a settings icon, and a 'Submit Notification' button. Below the navigation bar is a progress bar with four steps: 'Notification', 'Initial', 'Final', and 'Withdrawn'. The 'Initial' step is currently active. The main form area is divided into three tabs: 'Incident Information \*', 'Number of Potentially Affected \*', and 'Primary Contact Information \*'. The 'Incident Information \*' tab is selected. It contains several fields: 'Company' (text input with a search icon), 'Type of Reporting Entity' (dropdown menu with '-- None --'), 'Incident Date and Time' (text input with a calendar icon), 'Date and Time Determined Reportable' (text input with a calendar icon), 'E911 Outage' (dropdown menu with '-- None --'), 'Time Zone' (dropdown menu with '-- None --'), 'Reason Reportable' (dropdown menu with '-- None --'), and 'Failure in Other Company?' (dropdown menu with 'No'). A 'Submit Notification' button is located at the bottom left of the form.

Figure 20, NORS Outage Report Mandatory Fields

5. After populating the mandatory fields, click on **Submit Notification** located in the upper right hand corner of the screen (Figure 21).

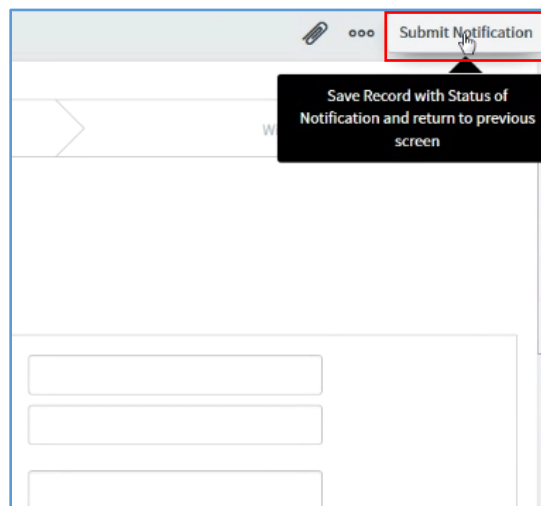


Figure 21, Submit Notification

6. Once **Submit Notification** is selected, NORS displays a confirmation page, "Confirm Submission of Notification Report". Click on **Yes** to confirm submission (Figure 22).

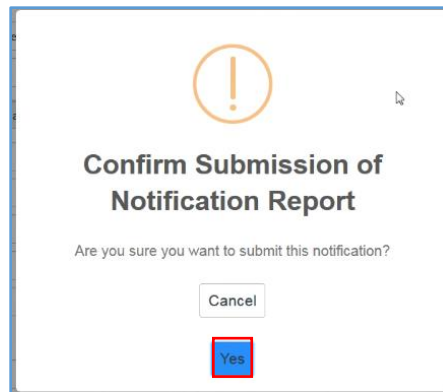


Figure 22, Submission of Notification Report Confirmation

7. When the submission of the notification report is confirmed, NORS generates a report number that is displayed in the header of the outage report as well as in the “Outage Number” field on the report (Figure 23).

Figure 23, NORS Outage Report Number

## 4.2 Submit Initial Report

To submit an Initial Report:

1. Click on **NORS Records/Actions** (Figure 24).
2. Click on **Update NORS Outages** (Figure 24, red arrow). The notification List View is available.

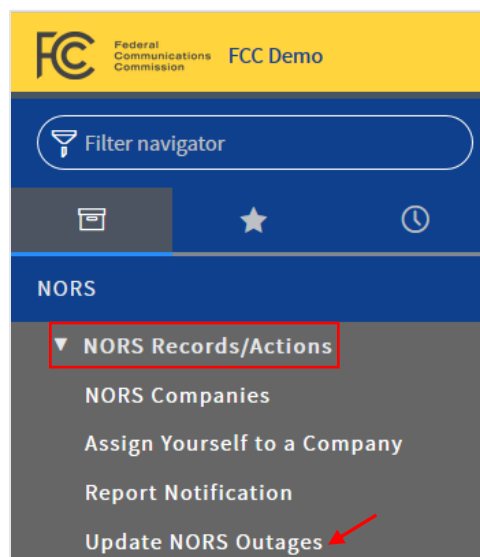

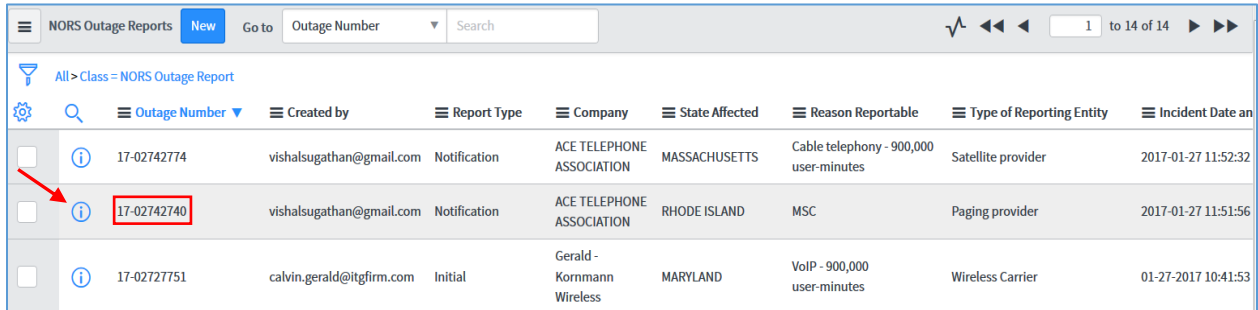


Figure 24, Update NORS Outages

3. Select the Notification from the list view in the “Notification” status that you want to update (Figure 25).
4. Select the  icon on the list view to open the NORS Outage Report form (Figure 25, red arrow).



	Outage Number	Created by	Report Type	Company	State Affected	Reason Reportable	Type of Reporting Entity	Incident Date and Time
<input type="checkbox"/>	17-02742774	vishalsugathan@gmail.com	Notification	ACE TELEPHONE ASSOCIATION	MASSACHUSETTS	Cable telephony - 900,000 user-minutes	Satellite provider	2017-01-27 11:52:32
<input type="checkbox"/>	17-02742740	vishalsugathan@gmail.com	Notification	ACE TELEPHONE ASSOCIATION	RHODE ISLAND	MSC	Paging provider	2017-01-27 11:51:56
<input type="checkbox"/>	17-02727751	calvin.gerald@itgfirm.com	Initial	Gerald - Kornmann Wireless	MARYLAND	VoIP - 900,000 user-minutes	Wireless Carrier	01-27-2017 10:41:53

Figure 25, Notification List View

5. Once the NORS Outage Report form is displayed, fill in the required information and click on **Submit Initial Report** (Figure 26).

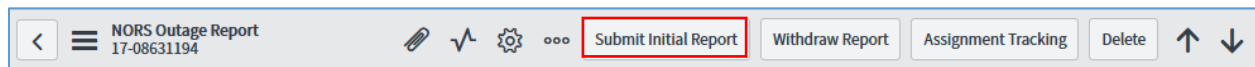


Figure 26, Submit Initial Report

### 4.3 Update Report (Initial, Final, Draft)

To update a report and save as a draft:

1. Follow Steps 1-4, Section 4.2, *Submit Initial Report*.
2. Once the NORS Outage Report form is displayed, update the report, as needed. If the report is not ready for submission as an Initial or Final Report, click on **Save Draft**, which allows a draft of the outage record to be saved (Figure 27).

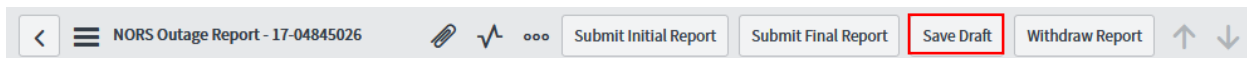


Figure 27, Save Draft

3. Once **Save Draft** is selected, NORS displays a confirmation page, “Saved as Draft”. Click on **Yes** to acknowledge that a draft was saved (Figure 28).

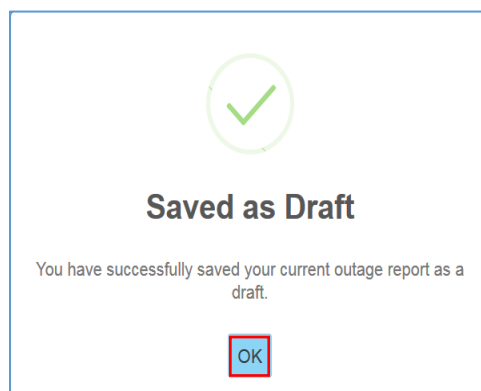


Figure 28, Saved as Draft Confirmation

Note: The record that is saved as a draft is still the official record. To edit the official filing or to navigate to the draft record, select “Access active draft version of report” in the related links section.

- Once the draft version of an outage report is accessed, an alert is displayed stating that this is an active draft version (Figure 29).

You are currently viewing the active draft version of this report, please scroll down to the Related Links to access the official report.

Figure 29, Active Draft Version Alert

- After updates are made to a draft report, it can be submitted as an Initial Report or a Final Report by clicking on the respective buttons (Figure 30).

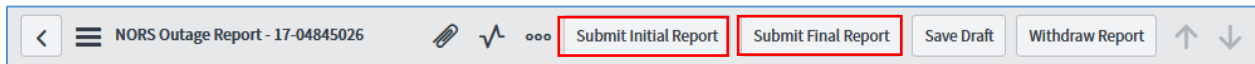


Figure 30, Submit Initial Report/Submit Final Report

- If **Submit Initial Report** was selected, NORS displays a confirmation page, “Confirm Submission of Initial Report”. Click on **Yes** to confirm submission (Figure 31).

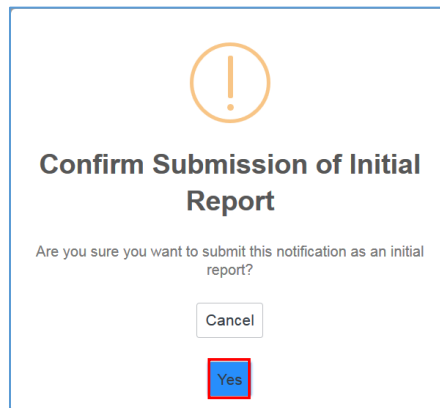


Figure 31, Submission of Initial Report Confirmation

- If **Submit Final Report** was selected, NORS displays a confirmation page, “Confirm Submission of Final Report”. Click on **Yes** to confirm submission (Figure 32).

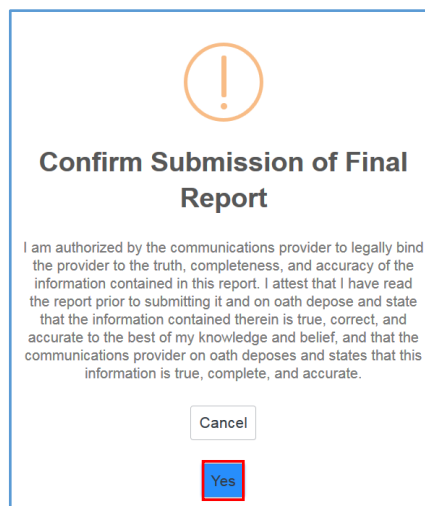


Figure 32, Submission of Final Report Confirmation

8. To verify the updated or current report type (i.e., the change from “Notification” to “Initial” or “Final”) click on **NORS Outage History** (Figure 33).

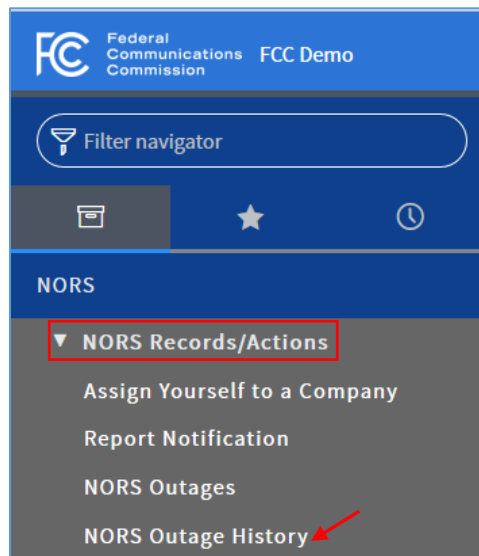


Figure 33, NORS Outage History

9. Once **NORS Outage History** is selected, the history for a record is listed (Figure 34).

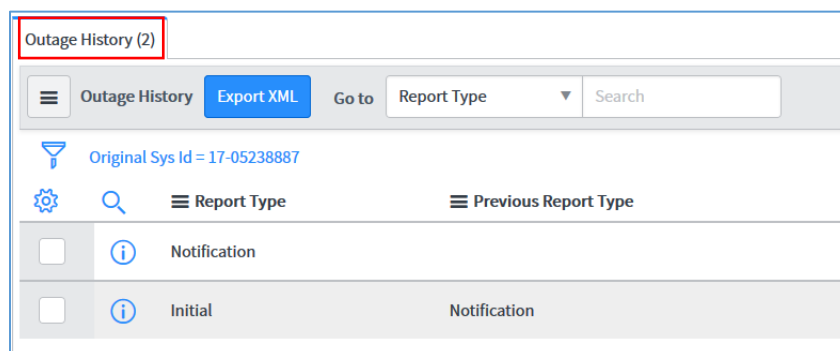


Figure 34, Outage History List

## 4.4 Reopen an Outage Report

1. To reopen a Final Report, click the **Reopen Report** (Figure 35).

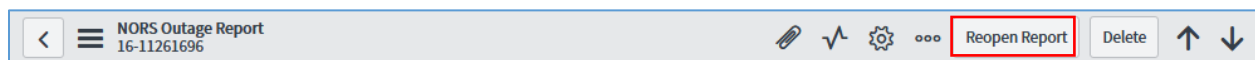


Figure 35, Reopen Report

2. Once **Reopen Report** is selected, NORS displays “Request to Reopen Report” dialogue box opens (Figure 36).

Figure 36, Request to Reopen Report

3. Enter the company security code and the reason to reopen (Figure 36, starred, mandatory fields) and select **Ok**.
4. Once the request to reopen a report is submitted, NORS displays “Request Submitted” dialogue box; click on **OK** (Figure 37).

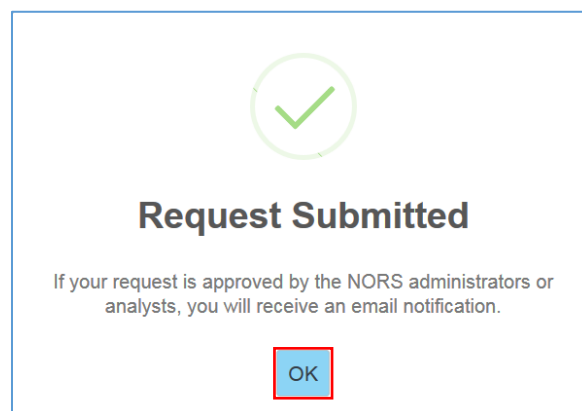


Figure 37, Request to Reopen Notification

Notes:

- (1) After a final outage report has been submitted, users can only reopen the report. The entire record will be “read only”; no edits are allowed.
- (2) After the request is received and approved, NORS Admin will send an email notification with the approval.
- (3) Only one request to reopen a report is allowed. The header of the notification report will state, “A request to reopen this report is in progress”.

## 4.5 Withdraw an Outage Report

1. In an active record, click on **Withdraw Report** (Figure 38).

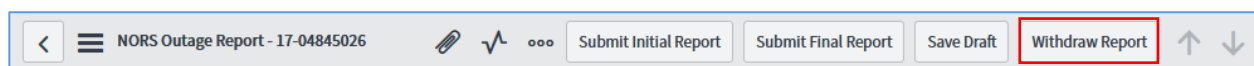
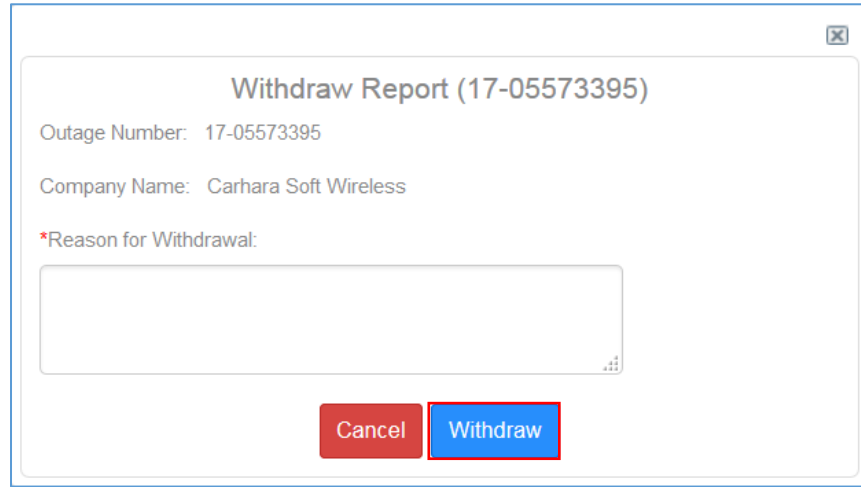


Figure 38, Withdraw Report

2. Once **Withdraw Report** is selected, NORS displays “Withdraw Report” dialogue box (Figure 39).



The image shows a software dialogue box titled "Withdraw Report (17-05573395)". Inside the box, there are two lines of text: "Outage Number: 17-05573395" and "Company Name: Carhara Soft Wireless". Below this, there is a label "\*Reason for Withdrawal:" followed by a large, empty rectangular text input field. At the bottom of the dialogue box, there are two buttons: a red "Cancel" button and a blue "Withdraw" button. The "Withdraw" button is highlighted with a red border.

Figure 39, Withdraw Report Screen

3. Enter the reason for withdrawal and select **Withdraw** (Figure 39).
4. Once the request to withdraw a report is submitted, the user is asked to confirm the withdrawal of report; click on **Yes** in response to “Are you sure you want to withdraw this report?”.

## 5. NORS Reports

### 5.1 Create a File of NORS Reports

All reporting and queries of NORS Outages can be performed from the NORS Outages and the NORS Outage History.

1. Click **NORS Outages** or **NORS Outage History** (Figure 40).

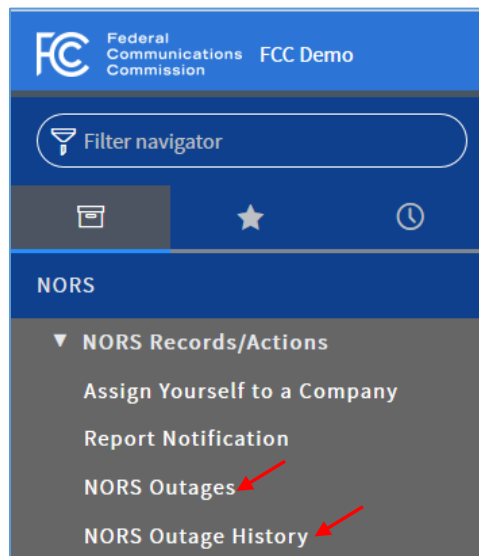


Figure 40, NORS Outage Reports

2. Filter search results according to options (Figure 41).
3. Enter the search criteria of interest and click “Run” after you have built the query. Add “AND” or “OR” to your filter query (Figure 41, red arrows).

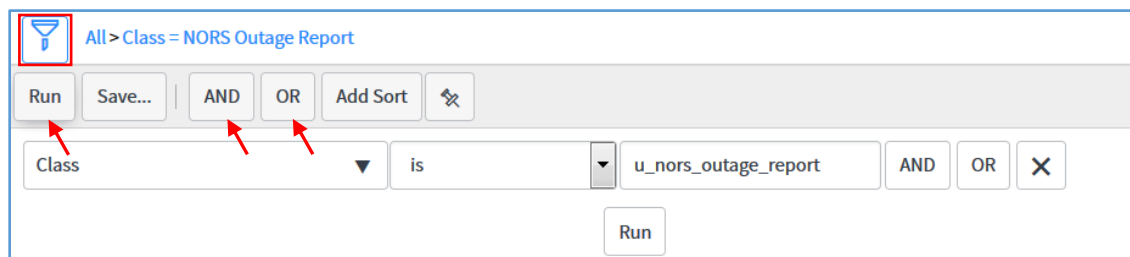


Figure 41, NORS Outage Report Criteria

The user can now view a list of outage reports that meet the search criteria.

4. Right click the header and select **Export** and select either (Excel, CSV, PDF) (Figure 42).

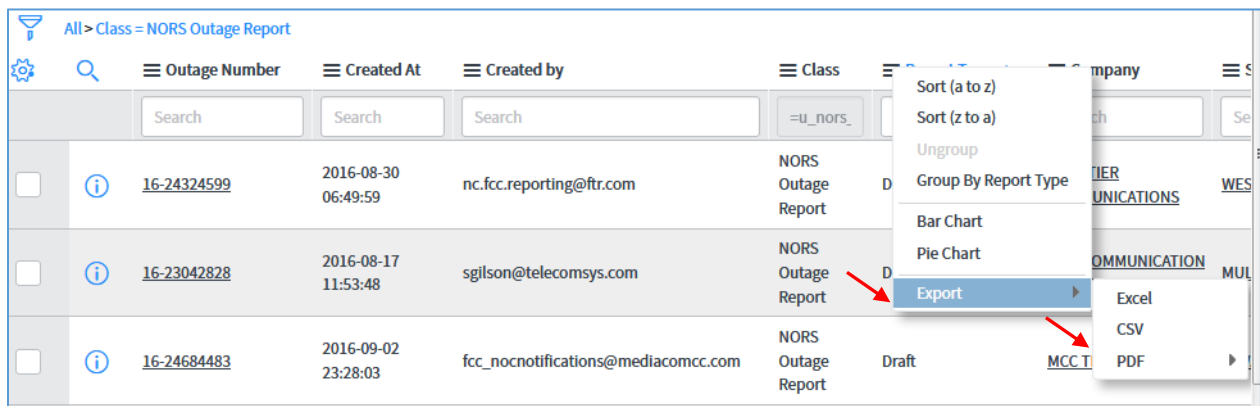


Figure 42, NORS Outage Report Formats

## 5.2 Obtain List of Overdue Outage Reports

1. Click the **NORS Reports** module in the application navigator (Figure 43).

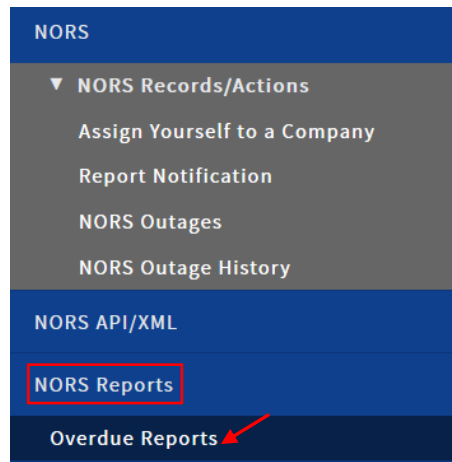


Figure 43, NORS Reports

2. After selecting **Overdue Reports** (Figure 43, red arrow), the Overdue Reports Homepage is displayed and the following reports are available:
  - Overdue Initial Reports
  - Overdue Final Reports
  - Final Reports Due in 5 Days